

Kiran Kumar Reddy

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Professional Summary:

- ❖ Having **2 years** of experience in **Salesforce.com (SFDC) Development and Administration Along with Lightning**
- ❖ Experienced in creating custom objects, fields, apps, Profiles, Roles, Relationships, Tabs, workflows, Reports and Dashboards, Record Types, Page Layouts, DML operations.
- ❖ Hands on experience on developing Apex Class, Triggers, workflows and Visualforce.
- ❖ Experience in Lightning Components
- ❖ Implemented using apex classes Batch Apex, Schedule Apex & Controller, Test Classes.
- ❖ Utilized Apex data loader in handling massive amounts of user data.
- ❖ Having knowledge on Web Services.
- ❖ Knowledge on Object Oriented Concepts.
- ❖ Having Good analytical, verbal, written communication and interpersonal skills.
- ❖ Flourish in both independent an collaborative work environment with quick learning abilities and good communication skills.

Education Qualifications:

- ❖ B.TECH from Sir CVRaman Institute Of Science and Technology studies in the department Civil Engineering.

Technical Expertise:

- ❖ CRM Salesforce.com (SFDC).
- ❖ SFDC Languages Apex & Visualforce.
- ❖ Tools Data Loader.
- ❖ Web Technologies HTML, CSS & Java Scripts.
- ❖ Operation System Windows 7/10.

Professional Experience:

- ❖ Working as a Software Engineer with **Wipro Limited** from **March-2019 to Till Date.**

PROJECT 1#

Client : Porter

Project : Partner onboarding and setup

Role : Salesforce Developer

Description:

Porter is an on-demand logistics marketplace offering its customers trucks and tempos for their intra-city pick-up and delivery needs in India. While the B2C segment makes up 80% of Porter's business, it also offers last-mile delivery to large businesses like Big Basket, Amazon, and ITC, among others. We have streamlined the driver onboarding process to simplify it, and with Sales Cloud, have cut this down to 45 minutes. Porter is also using Service Cloud within its contact center case management and resolution. All tickets raised through the customer and partner app are routed to Service Cloud for faster resolution. The solution offers email-to-case routing and is integrated with the voice channel as well. This omni-channel ticket management solution has helped vastly improve caseresolution times.

Responsibilities:

- Involved in backlog sessions and sprint planning sessions
- Involved in the setup of the application, standard objects, custom objects and processes
- Involved in Setting up Users, roles, profiles and Security settings
- Developed Apex Trigger logic on various objects for implementation of business logic
- Worked on Validation rules, Workflow rules, Email Notifications and Case Assignment rules during initial phase of the project
- Designed Approval Process for lifecycle request (Operator onboard) and automated using Process Builder
- Creation of Batch apex to process Bulk of data
- Created Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better
- Implemented Scheduled and Batch Class for handling data inserted from Legacy system into Salesforce
- Created Reports and Dashboards
- Designed Service cloud to resolve customer problems using email- to-case, web-to-case and voice channels
- Involved in Deployments, technical assistance and end-user troubleshooting for bug fixes, enhancements

PROJECT 2#

Title **Sales1st**
Client **Shell**
Role **Developer & Administrator**

Description:

The Project Sales1st is to Support the Shell, to improve the Sales and Maintain the Updated Customer Information in the Application. The Project involved Designing and Developing the Different Modules Like Account, Contact, Deal, Discussion Note based on the Business Requirements. There are Currently Close 700+ Active Users Across the Globe using the Application.

Responsibilities:

- Requirement gathering for the development in Salesforce Lightning.
- Created new profiles with access to the application.
- Created Lightning Java Script Buttons Using Aura Components.
- Knowledge on Lightning Data Services.
- Created Alerts records Based on different Conditions.
- Involved in Designing & Developing User Interface using VF pages.
- Worked on standard objects Accounts, Contacts, Opportunities.
- Created Record Types, Page layouts and Profiles.
- Created custom objects, tabs, fields, page layout as per business requirements.
- Created APEX classes, Visualforce pages and Triggers.
- Created the workflows with email alerts and field updates.
- Utilized Apex data loader in handling massive amounts of user data.
- Deploying components from sandbox to sandbox.

Place: Bangalore

(Kiran Kumar Reddy)